

A Message from the ITRMC Chair ...

December, 1998

Dear Colleague,

The Information Technology Resource Management Council (ITRMC) has made substantial progress during 1998 toward the development and utilization of common sense, cost-effective, and seamless information technologies for Idaho State government.



Building upon the foundation that both Governor Philip E. Batt and the 53rd Idaho Legislature envisioned when enabling legislation was passed in early 1996, the ITRMC is carrying out its statutorily defined responsibilities in support of value added government for Idaho citizens — *our customers*.

Over the past year, Council Members have addressed significant information technology issues. From assuring agency IT preparedness for the year 2000, to enabling Idaho to seize its place in a digital world through electronic commerce —the challenges have been formidable.

Perhaps the most significant accomplishment of 1998 was the adoption of a statewide IT Plan, an evolving document. This is a remarkable achievement, considering the organizational difficulties over the past 20 years, which have impeded the strategic IT planning process.

Our greatest opportunity is to continue the good work we've started, keeping the same strong commitment to our vision, with collaboration and common sense solutions as our trademark.

The ITRMC will work enthusiastically with Governor Dirk Kempthorne in pursuit of his vision for improving our IT infrastructure to position Idaho competitively, link us together electronically, and remove geographic boundaries that divide our great state from within.

As a new millennium approaches, the ITRMC is committed to continue working collaboratively with all our state agencies. It is an honor to serve as Chair. If you have ideas or suggestions for continued innovations, please contact me or any member of the Council.

Sincerely,

Pam Ahrens, Chair
Information Technology
Resource Management Council

Information Technology Resource Management Council (*ITRMC*)

Vision

Assure standardized, effective, and efficient statewide access to information and services.

Mission

The ITRMC will develop and implement a comprehensive statewide information technology infrastructure to enhance the delivery of accurate, timely, and appropriate services for Idahoans while increasing their economic vitality.

ITRMC Members & Designates

Pam Ahrens, Chair, Department of Administration

Executive Agency Officers:

Dwight Bower, Department of Transportation; *Keith Bumsted, designate*
Linda Caballero, Department of Health & Welfare; *Jim Wilson, designate*

Public Safety Official:

Robert Sobba, Department of Law Enforcement; *John Lewis, designate*

Agency Information Systems Representative:

Craig Potcher, IS Manager, Department of Correction

Representative for Rural Interests:

Cindy Siddoway, Terreton, Idaho

Local Government - City/County Representative:

Ken Harward, Executive Director, Association of Idaho Cities

Industry IT Executive:

Raymond V. Sasso, Jr., VP & Chief Information Officer,
J.R. Simplot Company

Judiciary Appointment:

John Peay, Information & Management Systems, Idaho Supreme Court
Corrie Keller, designate

Elected Officer Appointment:

J.D. Williams, State Controller; *Hal Turner, designate*

Legislative Appointments:

Senator Hal Bunderson
Senator Clint Stennett
Representative Paul Kjellander
Representative Bert C. Marley

State Board of Education:

Dr. Gregory G. Fitch, Executive Director

Superintendent of Public Instruction:

Dr. Anne C. Fox, Supt. of Public Instruction; *Rich Mincer, designate*

ITRMC Project Team

Miles Browne, Manager
Phil Crook, IT Analyst
Pat Wynn, Technical Writer

Idaho Department of Administration

650 West State Street, Room 100
Boise, Idaho 83702

Telephone: 208 334-3530

Fax: 208 334-2307

ITRMC Web Address: www.state.id.us/itrmc

***The 1998 ITRMC Annual Report can be downloaded from the ITRMC web site,
look under Resources.***

Costs associated with this publication are available from the ITRMC Project Team, Idaho Department of Administration, in accordance with Section 60-202, Idaho Code.

Contents

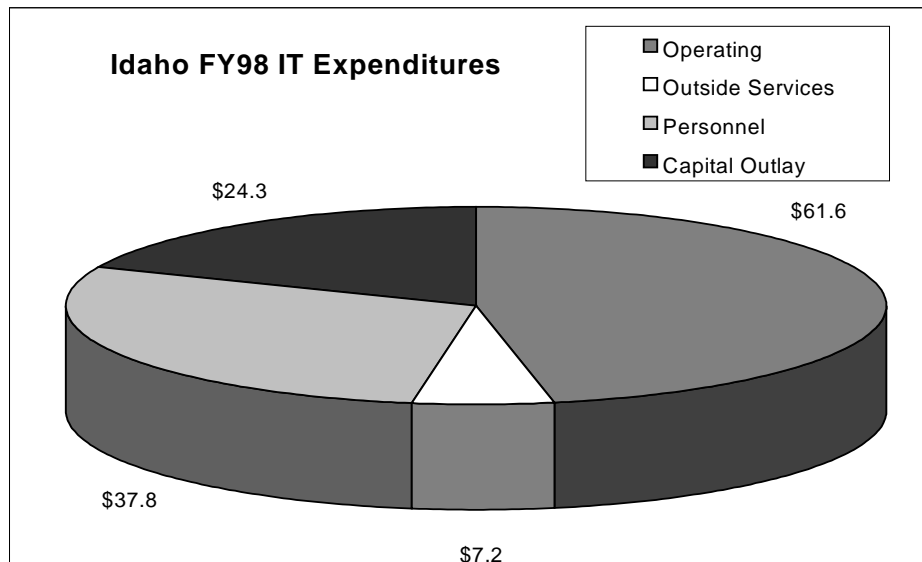
ITRMC Annual Report Summary	page 5
<i>I. Improving Management of Information Technology.....</i>	<i>page 8</i>
a) Idaho IT Plan	
b) IT Assets Summary	
c) Electronic Document Management Policy	
d) Risk Assessment Methodologies	
e) Agency IT Planning	
f) Collaboration/Cooperation	
<i>II. Creating Efficiencies With Information Technology</i>	<i>page 10</i>
a) Public Safety Communications Dispatch Center	
b) Information Security	
c) Network Consolidation	
d) Electronic Mail	
e) Aggressive Purchasing Strategies	
f) Electronic Mall Pilot Project	
<i>III. Preparing for the Digital Age and Technology Innovation.....</i>	<i>page 13</i>
a) Electronic Commerce	
b) Virtual Database	
c) Data Center Consolidation	
d) GIS (Geographic Information System) Coordination	
e) Recruitment and Retention	
f) Information Technology Training Program (ITTP)	
<i>IV. Confronting the Year 2000 Challenge.....</i>	<i>page 16</i>
a) Agency Mission Critical Project Reporting	
b) Metamor-COMSYS ITS, Inc. Assessment, Testing, Remediation	
c) Public Safety Preparedness	
d) Legal Analysis	
e) Contingency Planning Efforts	
f) Y2K Awareness Activities	
<i>V. 1999 and the New Millennium.....</i>	<i>page 20</i>
a) Electronic Commerce	
b) Year 2000 Preparedness	
<i>ITRMC Subcommittees, Task Forces</i>	<i>page 22</i>
<i>Appendices</i>	<i>page 26</i>
<i>INDEX.....</i>	<i>page 27</i>
<i>ITRMC Internet, Information Resources</i>	<i>(inside back cover)</i>

ITRMC Annual Report Summary

During 1998, the Information Technology Resource Management Council has pursued policy development and provided leadership on a variety of technology initiatives. Working cooperatively with state agencies, the Council has taken specific actions toward achieving its vision of assuring standardized, effective, and efficient statewide access to information services.

The ITRMC core goals are to maximize efficiency, expand citizen access to services, enhance educational opportunities, and to promote economic development statewide. The Council is establishing standards to develop and deploy integrated, computer-based infrastructures which will ultimately allow Idaho State government to provide services on a shared, enterprise-wide basis, delivering services that transcend and eliminate costly duplication and overall technical inefficiency.

At the initiative of Governor Philip Batt, the 1996 Legislature established the ITRMC, which is statutorily responsible for the enterprise-wide management and coordination of state government's substantial IT investment and related resources. As the chart illustrates below, Idaho's annual IT investment for FY '98 was nearly \$131 million.



In determining the statewide direction of information technology applications, the ITRMC endeavors to: *“above else, institute and follow the philosophy of retaining and supporting agency control of specific applications, while stressing central coordination of the technology infrastructure.”*

This philosophy also stipulates *the “building and running of IT applications (the way information technologies are used in the processes of government) on a shared statewide technology infrastructure.”*

Keeping pace in the digital world is not an easy task. Planning horizons are routinely down to 18 months and project life cycles are growing shorter as well. Making good technology decisions become ever more important – each decision affects every other decision, because everything is interconnected.

Traditionally, the model for government operations and service delivery encourages each level of government and its agencies to function independently of one another. Government services have, for too long, been built from the perspective of meeting the internal needs of the respective agency first, and only occasionally succeeding in operating in a way that makes sense to the citizen or business using the service.

In today's digital technology age, there is now general recognition that this model of governance will not sustain this country's position as a social and economic leader in the 21st century. Idaho State government operations must not be technically denied its opportunity to participate more fully as a world-class player in the global economy.

With this in mind, the ITRMC Annual Report highlights major accomplishments for 1998, the status of ongoing initiatives since the Council's inception in 1996, and offers a perspective of IT operations for effective governance in the future.

This report also incorporates actions and activities relevant to 15 information technology issues identified by the Council as "most crucial to state operations" at its first meeting in May of 1996. A listing of these issues, as prioritized by the Council, can be found in the Appendices section of this report. The issues have been categorized respectively as topics and are included within the four following sections:

- I. Improving Management of Information Technology***
- II. Creating Efficiencies With Information Technology***
- III. Preparing for the Digital Age and Technology Innovation***
- IV. Confronting the Year 2000 Challenge***
- V. 1999 and the New Millennium***

Since the Council began its work formally in the spring of 1996, use of the Internet has exploded. The State of Idaho Home Page on the World Wide Web is accessed for information nearly two million times per month. Users have access to state laws, legislative information, agency rules, information about state agency programs, with helpful links to other information about early childhood development to employment information and labor market statistics.

Few technologies offer as much potential benefit to statewide economic development, Idaho State and local government efficiencies, and to Idahoans in general as those associated with the Internet and the World Wide Web.

The Internet is becoming a user-friendly, universal computer network, accessible to nearly all major businesses and a growing proportion of private citizens, presenting a completely new means for government to deliver its services and perform its functions.

Such key issues as Internet security and privacy, authentication and non-repudiation, and taxation, will pose significant operational challenges and will require effective planning and collaboration to be successfully overcome.

In the year ahead, the ITRMC will focus much effort to facilitate a coordinated, statewide approach to information technology where, for example, the enabling technologies of electronic commerce and full utilization of the Internet can be further expanded and enhanced for utilization by all state agencies.

The Council will earnestly address Year 2000 implications for the State of Idaho during 1999, into 2000, and beyond. Working closely with agencies to assist and monitor readiness of their computing systems and networks, the ITRMC is committed to assuring minimal disruption to vital public services as the new Millennium dawns.

Major accomplishments for 1998 include:

- **Development of statewide IT Plan** providing direction for State of Idaho's IT infrastructure and the effective use of emerging information technologies and communication services on a statewide basis.
- **Passage of Idaho Electronic Signature and Filing Act.** This legislation effective July 1, 1998, permits the use of an electronic signature in lieu of a manual signature upon satisfying certain requirements. The *Electronic Commerce Plan* for State of Idaho is in development.
- **Establishment of Risk Assessment Methodologies** through legislation effective July 1, 1998, putting in place methodology for agency use to assess and reduce risk of costly IT project failures and cost overruns. Procedures follow Idaho state government IT policy *of central coordination with local agency control and accountability*.
- **Establishment of ITTP (Information Technology Training Program)** helping the state better utilize its existing workforce through statewide training, allowing them opportunities to keep pace with current technologies, and to develop professionally. Idaho's successful ITTP program was highlighted nationally (National Technology Snapshot) in the October 1998 issue of Government Technology.
- **Coordination of Agency Year 2000 Activities.** Reporting process developed by the ITRMC is utilized by all state agencies to demonstrate respective Y2K compliance efforts on monthly basis to the Council. The ITRMC monitors and audits those agency projects deemed **critical** (*financial and/or public safety*) to statewide operations.
- **Continued Building State Agency IT Collaboration** through formation of Subcommittees, Task Forces, and Work Groups to explore and provide input to the Council relative to IT effectiveness in providing services to citizens.
- **Finalization of IT Asset Summary database** identifying for the *first time* the State of Idaho's investment in and utilization of IT hardware, software, and human resources. (*See Appendices for 1998 Report Summary*)

I. Improving Management Of Information Technology

Idaho citizens and others doing business with the State of Idaho are demanding seamless, integrated information technology services that can be accessed *without having to know how* government is organized. Corporations are requiring streamlined government processes, less bureaucracy, and less cumbersome regulations. The private sector, in its efforts to attract and retain a quality, skilled, well educated, and technology literate workforce, looks to state and local government to provide the necessary educational environment and technologies.

Everyone wants government to cost less, yet be more *accountable* for the management of tax dollars and for the delivery of quality services that have measurable value. Technology is the tool for effective service delivery – technology that is designed from the citizen’s point of view.



During 1998, the Information Technology Resource Management Council has made significant progress toward improving management of information technology at the Idaho State government level. Accomplishments include:

- a) Development and adoption of the ***Idaho IT Plan*** directing the state’s IT infrastructure and the effective use of emerging information technologies on a statewide basis.
- b) Continued build-out of the ***IT Asset Summary*** identifying the state’s investment and utilization of IT hardware, software, and human resources. Agencies can now update information via the Internet. (*See Appendices for 1998 Asset Resource Summary*)

Agencies have submitted current IT asset summary information. The information includes:

- Desktop Hardware and Peripherals
- PC Servers, Minicomputers, and Mainframes
- Software (Operating and Desktop)
- Network Hardware Resources (hubs, routers, bridges, etc.)
- Telephony Hardware and Peripherals
- Video and Transmission Systems
- Human Resources with level and scope of expertise

This information is accessible to agencies via the Internet and is available via secure web access that allows agency personnel to view and/or update the information on-line, when ever, from wherever they have access. The intent is to provide data that is updateable at the source of the information by those who need and can best use the information -- agencies and agency management.

- c) Adoption of an ***Electronic Document Management Policy*** providing the basis for systematically collecting interdisciplinary technologies, methods, tools, and skills required to manage information objects, no matter what their origin, location, form, purpose, or destination.

The State of Idaho adopted the following as the definition for Electronic Document Management:

An Electronic Document Management System is a collection of interdisciplinary technologies, methods, tools, and skills required to manage information objects, no matter what their origins, location, form, purpose or destination.

A Document Management Committee comprised of representatives from major agencies such as the Idaho State Library, Records Management Center, the State Historical Society, and the Secretary of State's Office, etc., is meeting on a regular basis to implement the policy. Existing statute relative to how the state retains, maintains, and disseminates records is also being reviewed. Recommendations from the Information Systems Executive Committee (ISEC) were incorporated into the draft language prior to council approval.

- d) Establishment of ***Risk Assessment Methodologies*** through passage of SB 1495 in the 54th Idaho Legislature allowing for development of risk assessment criteria by the ITRMC, and effective July 1, 1998. (*See Appendices: SB1495, Amendment to 67-5745C, Idaho Code*)

Based upon a *State of California Risk Assessment Model*, the procedures provide Idaho state agencies a process to use to assess and reduce risk of costly IT project failures and cost overruns. Methodologies follow the Idaho state government IT policy of central coordination with local agency control and accountability.

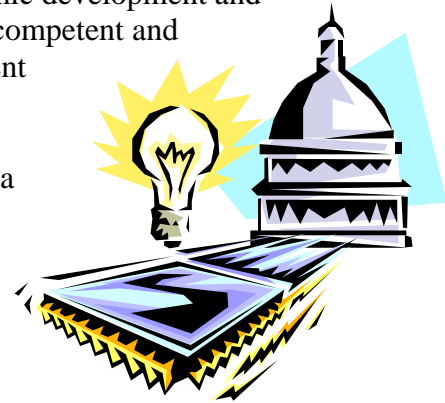
- e) Establishment of an ***Agency IT Planning*** process as stipulated by ITRMC Policy, 1997-02. State agencies are now submitting an annual IT Report including detailed plan information for the next fiscal year; along with follow-up reports on items that are in a 4-year planning cycle which identify required resources in a long term IT environment.
- f) Promoting and encouraging state agencies' departure from singular, individual approaches in the utilization of information technology to one of *shared* resources, based on ***collaboration and cooperation***.

The Idaho Department of Law Enforcement, in concert with the Departments of Transportation, Administration, Bureau of Disaster Services, and Emergency Medical Services, will open a combined dispatch/communications facility in early 2000. Located at the DLE complex in Meridian, this center will reduce duplication of equipment and better utilize personnel, resulting in an improved Public Safety Communications System, providing 7-days-per-week, 24-hour service.

II. *Creating Efficiencies With Information Technology*

As a new century rapidly approaches, Idaho state government must be prepared to more fully utilize information technology in order to effectively provide and deliver vital services to its citizens. Idaho's economic development and educational opportunities are also explicitly linked to the competent and responsible use of information technology at all government levels.

The ITRMC is working diligently toward development of a *shared, statewide information technology infrastructure* in order to provide quality services. The council is establishing policy to develop and deploy the integrated computer-based infrastructures that will deliver services in ways that transcend and eliminate inefficiencies.



An information technology environment that transcends agency organizational boundaries can make possible streamlined business processes, and reengineered government services. To truly implement improvements in government services, the infrastructure that *connects* state workers to each other, must also connect them to the external government organization and providers, an integral part of the state's business.

This means not only physical network connectivity, but also the ability to perform a business function or manage a process as if the state was a single organization with no boundaries.

Connectivity is required for state personnel and the publics to communicate electronically, accessing and sharing information between computers. This IT infrastructure will also support the transaction processing needed for electronic commerce.

The foundation for this infrastructure was established during 1997, when the ITRMC established IT Policies supporting development of enterprise-wide technology architecture. As mandated in Statute (Idaho Code 67-5745 (A) (B) (C), ITRMC policies and standards shall:

- ◆ *Ensure that information resources fit together in a statewide system to provide ready access to information data, computer services, and communication resources.*

Other approved Council policies include guidelines for IT Planning, Telecommunications Switching and Long Distance Services, Connectivity and Transport Protocols, Wide Area Networks (WAN), and Electronic Document Management.

During 1998, the Council provided leadership placing emphasis on continued infrastructure development to create IT efficiencies through the following projects, activities, and accomplishments:

- a) Supported efforts of the ITRMC Public Safety and Emergency Communications Committee and work with Departments of Law Enforcement, Transportation, Administration, Bureau of Disaster Services, and Emergency Medical Services for ongoing development of a combined ***Public Safety Communications Dispatch Center***. The center, once operational, will provide seven day a week, 24-hour communications coverage and opportunities for efficient personnel use. Agencies will share technology resources, rather than create their own, saving substantial dollars in equipment, facilities, and personnel costs.
- b) Continued review of an ***information security*** policy for state government. The State of Idaho's dependence on information technology requires agencies to provide protection for these resources. The policy, not yet adopted by the ITRMC, outlines minimum issues for agency security plans and sets the stage for each agency to develop a security policy specific to the agency's needs.

The Department of Administration's Division of Information Technology and Communication Services (DITCS) is responsible for the state's wide area network (WAN) including the state's access to the Internet. DITCS has a policy in development that, once complete, and will be reviewed by ITRMC for compliance with its draft policy. The DITCS policy includes issues associated with:

- Remote Internet and WAN access
- Inbound e-mail content filtering (electronic junk mail)
- Secure connections w/business partners

- c) Providing ongoing direction on ***Network Consolidation*** based on approved Policy. At the inception of the Council in early 1996, state agencies individually operated approximately 12 separate information systems. Currently, the Department of Administration is coordinating and managing for all agencies and institutions the provisioning of WAN hardware, software and service contracts. Preventive and corrective maintenance along with reconfiguration of the WAN is also under the administration of the Department of Administration. A WAN Implementation Plan was developed and is now in place.
- d) Monitoring development of a ***Standardization Policy*** relative to ***Electronic Mail***, Web design, and other inordinate network operating and management systems and tools. The policy would establish direction of IT across the Idaho State government, spanning agency boundaries. Emphasis will be placed on standardization – not just of technology; but of the ways that technology is configured, managed and supported. The goal is to reduce aggregate operating costs.

When the ITRMC was established, nine, separate electronic mail systems were in use by state agencies, and most were incompatible with each other. As part of the draft Standardization Policy, it is recommended that agencies move toward utilization of two recommended e-mail-operating standards. Agencies are to be commended for their movement toward efficiency and IT compatibility by reducing the number of e-mail systems to the current level of five systems.

- e) Wherever possible, the State of Idaho should aggregate its IT requirements and utilize the purchasing power of the state as a whole. The state must continue to identify those products and services best suited to purchase via established statewide contracts. The ITRMC has fostered ***aggressive purchasing strategies*** by consolidating these products and services under statewide contracts. For information technology alone, the cost benefits are substantial. Products, services, maintenance, consulting services, etc., are all possible targets for statewide contracts.

Working in cooperating with the Division of Purchasing, the ITRMC put in place *Master License Agreements* with major IT software vendors, Microsoft and Netscape, each significantly reducing the cost of software and time for purchase and installation. *Estimated Savings of \$2.25 million (annualized)*. As with statewide contracts, the state must expand its use of Master License Agreements, providing rate protection to the state for a defined period of time. These MLA's also provide a environment where the state becomes a better customer to the vendor, by defining levels of vendor service and performance, while creating a simple method of doing business.

In both statewide contracts and MLA's, the State of Idaho includes a public agency clause enabling other tax-supported entities to enjoy the same cost-savings created by the agreements. This is good business for the State, as the volumes generated by their use is aggregated over time, and used to renegotiate the agreements.

- f) The State of Idaho is participating with the states of Washington, Utah, Massachusetts, Texas and Virginia in an ***Electronic Mall Pilot Project***, developed by the Commonwealth of Massachusetts. If the pilot is successful, a commodity purchasing system may become a reality in the rapidly approaching environment of electronic commerce.

Each participating state brings with them a contractor capable of providing an electronic catalog compatible with current Internet on-line standards. Idaho's business partner in the pilot project, is Micron Electronics, Inc. The pilot will end in March of 1999, and will be used to assess the practicality of creating the cooperative purchasing system on the Internet allowing states to combine their purchase power, resulting in cost-savings to taxpayers.

III. Preparing for the Digital Age And Technology Innovation

For those who work in government, information technology gives unparalleled opportunities to improve basic business processes and to enhance services to citizens. Today's Information Age offers the promise and challenge of new ways to coordinate the work state government does – how it serves its various constituencies.

IT also creates a profound shift in how services are produced and delivered. Information technology forces re-evaluation of how state agencies collaborate and communicate with each other. Commerce is increasingly electronic, with transactions and documents becoming digitally manipulated and transmitted. This explosive growth of computer networking is impacting all of business, education, and industry within Idaho.



The timing is right to electronically integrate governmental agencies and services, both vertically and horizontally, to:

- enhance services to citizens, and
- minimize costs in providing those services.

Organizational success in the Information Age requires that work be fundamentally redesigned for more efficiency and adaptability. Re-engineering has thus emerged as a key component in the shift toward Information Age government. As technologies and systems evolve and change, it is imperative Idaho state government has the skilled IT workforce required to effectively do the job.

During 1998, the ITRMC provided leadership and collaborative approaches through a variety of initiatives and actions to position Idaho state government for IT requirements in the 21st century and beyond:

- a) The ITRMC ***Electronic Commerce*** Committee was formed in late December of 1997 and through early 1998, provided a forum for representatives of state agencies, banking, health care, business and industry to discuss EC applications and opportunities.

Currently the following state agencies are utilizing enabling technologies of Electronic Commerce in the provision of services to citizens:

- Department of Labor: *“Idaho Works Program”*
- Department of Health and Welfare: *Electronic Benefits Transfer*
- State Treasurer’s Office: *Electronic Funds Transfer*
- Tax Commission: *Electronic Tax Filings*

- Secretary of State's Office: *UCC Filings*
- Department of Commerce: *"Idaho Business Network Program"*

A consensus building approach resulted in the committee's drafting of legislation for introduction during the 54th Idaho Legislature this past January on use of electronic signatures. *The Idaho Electronic Signature and Filing Act* was unanimously approved by both the Idaho House and Senate and was signed by Governor Philip E. Batt on March 24, 1998. (See *Idaho Electronic Signature and Filing Act, Appendices*)

Effective, July 1, 1998, the Act, which amends Chapter 23, Title 67 of Idaho Code, permits the use of electronic signatures in filings with public agencies where a signature is required or used; permits electronic filings; defines necessary terms; and makes use and acceptance of electronic signatures and electronic filings optional.

The ITRMC Project Team is working to develop for ITRMC approval, a *Statewide Electronic Commerce Plan*. The plan is currently in draft form and being reviewed by members of ITRMC and agency IT managers.

- b) Implementation of a ***virtual database***, a cornerstone of the Electronic Commerce plan and the State's IT plan, is a long term process that will require agencies to coordinate effort and make significant adjustments in the way they collect data.

User needs and expectations will drive the state toward effective utilization of its electronic commerce capabilities, in turn, driving the issue of a virtual database. Information will no longer be duplicated at every agency, many times different or incorrect. Transition to a virtual database will be a long and arduous process. The ITRMC will be working to speed the process and will work closely with all state agencies to ensure the process proceeds as smooth as possible.

- c) One of the original II issues identified by ITRMC, ***Data Center Consolidation*** is a long-term process that will consume many hours of planning and require extraordinary effort on the part of all involved. The ITRMC Project Team is pulling together information to identify available options in the data center consolidation arena.
- d) A federal position for ***GIS (Geographic Information System) coordination*** has been established for the State of Idaho. The ITRMC and its GIS Task Force encouraged creation of such a position in Idaho early in 1997 and sent letters to Idaho's Congressional Delegation seeking their assistance.

Because of the rapidly expanding use of this unique spatial technology by local government entities, state and federal government, business and private industry, a GIS position has been requested as part of the ITRMC project team staff. The Department of Health and Welfare is providing an FTE position and funding will be spread equally across all state agencies.

- e) The ***recruitment and retention*** of qualified information technology employees in Idaho State government is an ongoing challenge to the state's effective delivery of services and is critically impacting state government operations. The Council first focused on this issue in 1996 and provided a forum in August of 1997 at the request of Governor Philip Batt for all state agency directors to discuss the issue and make recommendations.

In addition, the ITRMC established an *IT Recruitment and Retention Task Force* in August of 1998. The task force was charged with developing short-term solutions to address this issue.

One short-term solution pursued by the task force was to seek the Board of Examiners' approval for the *temporary removal of the \$1,000 bonus cap* limit as spelled out in Idaho Code §67-5309C(iii) (classified employees) and §59-1603(7) (non-classified employees). On November 23, 1998, the ITRMC presented a request to the Board of Examiners for an exemption to the \$1,000 bonus cap for certain information technology employees. The Board of Examiners approved lifting the bonus cap for the classified and non-classified IT classifications.

- f) ***The Information Technology Training Program (ITTP)*** for state employees was a major outcome of the Governor's executive management meeting on IT Recruitment and Retention held in August of 1997. All state agencies are participating in a collaborative spirit and, with the ongoing funding commitment of the Idaho Department of Labor, this program has been highly successful with more than 1,313 state employees enrolled in 303 classes during 1998, its first full year of operation.

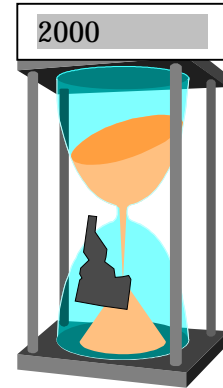
New ITTP initiatives will include IT cross training applications, and classes in electronic commerce and document management. A recent training class on electronic commerce and electronic data interchange was very well received. Because of the efficiencies of the ITTP, the EC/EDI weeklong seminar, (a \$2,100 value), was offered to state employees at a cost of approximately \$895.

IV. Confronting the Year 2000 (Y2K) Challenge

At its first meeting on May 29, 1996, the ITRMC formally began addressing the Year 2000 (Y2K) computing date transition issue and its potential impact upon Idaho State government operations in delivering vital services to its citizens.

The Council is taking a no-nonsense, methodical approach to monitoring and auditing Y2K compliance efforts by all state agencies. Though the Y2K issue presents many technical unknowns and will undoubtedly affect lives of Idahoans in very ordinary ways, the Council has not adhered to a “*sky is falling mentality*” in addressing this major IT crisis.

For some time now, dedicated and competent Idaho professionals at all government levels, in small and large business, and in private industry have been aggressively assessing, testing, and resolving, wherever possible, Y2K problems. The Council also has great confidence in the incomparable spirit of Idahoans to take the appropriate steps to prepare themselves and their families for possible disruptions in vital services and to continue their admirable tradition of helping neighbors in their community who may also be at risk.



The Council will continue to foster collaborative efforts at all levels of government. ITRMC models and guidelines for Y2K contingency and business continuity planning are widely available. Under the Council’s leadership, statewide contingency, public safety, emergency, and disaster planning activities are underway. (*See ITRMC Internet, Information Resources*)

Through ongoing statewide awareness activities, the ITRMC is encouraging Idaho communities, both urban and rural, to work together at their respective government and civic operational levels to assure minimal disruption to services, and to promote the spirit of “neighbor helping neighbor.” Numerous community groups have already been formed throughout the state to cope with potential adverse Y2K consequences.

The ITRMC monitors Y2K preparedness of state agencies at its monthly meetings. A collaborative approach with agencies working together and sharing vitally important information under the Council’s direction, has greatly enhanced Idaho state government’s ability to effectively confront the Y2K challenge.

This spirit of cooperation was evident during Governor Batt’s Y2K Government Summit meetings held throughout the state in October and November. Officials from state, city and county government; school, fire, water and irrigation districts, etc., met to discuss Y2K problems and the potential impact upon Idaho citizens. Contingency planning was a key component at these meetings. Critically important data links between agencies and groups at all government levels were identified and collective solutions sought.

The Council and its appointed Y2K Task Force established reporting procedures early on which have supported agencies in their Y2K compliance efforts. Guidelines for Y2K reporting and contingency planning were also made available to city and county government across the state. Reporting processes, and other Y2K preparedness efforts include:

- a) ***Agency Mission Critical Project Reporting.*** Agencies routinely report their progress and timelines for identifying, testing and finding solutions to identified potential Y2K problems. Agency projects deemed critical (*financial and/or public safety*) are audited regularly. Since reporting procedures were put in place, it is estimated that \$10 million has been invested to date by state government agencies to assess, upgrade, repair, test, or replace computing systems and equipment.

Major state agencies providing comprehensive reports to the ITRMC during 1998 included: the Idaho Tax Commission; Departments of Administration, Labor, Law Enforcement, Health and Welfare, Water Resources, Correction, and Transportation; PERSI, State Controllers Office, Boise State University, and the Idaho Public Utilities Commission.

All agencies are submitting reports that provide estimated total costs and time frames for compliance. Major tracking activities center around projects identified by the agencies as mission critical. The “A” list of mission critical projects include approximately 250 Y2K projects. Included in this listing are 14 key projects that are reviewed by the ITRMC each month. Those projects include:

- SCO-STARS
- SCO-EIS
- DHW-EPICS
- DHW-FISCAL
- DHW-ISCES
- ADM-Capitol Mall Security
- DLE-Message System
- DLE-VAX Legacy System
- DOC-Security Systems
- LANDS-Hazardous Materials System
- DOL-Benefit Pay System
- DOL-UI Tax System
- DOL-Employee Service System
- IDWR-Quake/Flood System
- TREAS-Investment Portfolio
- ADM-Public Safety and Emergency Communications Systems
- ADM-WAN (Wide Area Network) Services

- b) ***Metamor ITS (formerly COMSYS) Assessment, Testing, Remediation:*** Metamor Information Systems, Inc., the State of Idaho’s official consulting partner, provides Y2K human resource support in 18 different IT resource titles with 3 different experience levels. Resource titles range from Sr. Y2K Project Management to

application programmers. This contract includes a *Public Agency Clause* allowing any tax-supported entity in the state access to the resources.

During 1998, Metamor received 50 service requests from 16 separate state agencies, including universities. Twenty-two service requests have been completed or cancelled, while the remainder are in various stages of evaluation or in process of completion. Forty technicians and project managers are currently assigned at six major state agencies under the statewide Y2K contract, and are working with six additional agencies to evaluate support requirements. Additionally, Metamor is continuing to perform desktop PC assessments, embedded systems assessments, and Y2K project audit services for several state agencies on an “as requested” basis.

The largest project involves the Idaho Department of Transportation, where assistance is provided in inventory, assessment, and remediation of mainframe legacy systems, distributed systems, and embedded systems projects.

There is a current and growing demand for Y2K project services in the areas of embedded systems, Y2K project monitoring, and audit services. Additional resources have been brought to the Boise office to provide desktop and embedded systems audits on a fixed price basis, and also by adding staff with specific experience in project monitoring and project auditing.

- c) ***Public Safety Preparedness:*** As an extension of the Y2K Government Summit meetings, statewide disaster planning officials have begun meetings to discuss potential Y2K problems related to public safety and emergency communications needs. In addition, earlier assessment meetings have involved the Governor’s Office, Division of Financial Management, and the ITRMC. The Bureau of Disaster Services will develop a draft plan to be reviewed by city, county, vendor, and state agency representatives who will make recommendations and continue the process through the end of February 1999.
- d) ***Legal Analysis:*** In response to Federal Y2K legislation (*The Year 2000 Information and Readiness Disclosure Act*) passed by Congress, signed by President Clinton, and effective on October 19, 1998, proposed Idaho legislation limiting year 2000 liability for governmental entities is being prepared for introduction this Legislative Session.

Idaho Attorney General Al Lance has assigned a lead deputy attorney general in each state agency to work with the *Contracts and Administration Law Division* in his office to answer questions regarding Y2K legalities. The action came as a result of the Y2K project team posting a letter to all agency directors via the Internet relative to potential legal components of the technological issues.

The ITRMC continues to meet with representative of AG’s office to review and refine Y2K legal issues.

- e) ***Contingency Planning Efforts:*** In July of 1998, the ITRMC provided to all state agency directors and key Y2K managers, *specific and rigorous business continuity* Guidelines

for Year 2000 Contingency Planning. The methodology features four comprehensive phases of program management affording agencies an outlined structure to follow to minimize the risk and potential impact of Y2K induced system failures on their core business processes. The ITRMC will closely monitor and review progress of agency contingency plans during 1999 and will require all state agency plans to be in place by September 30, 1999.

- f) ***Y2K Awareness Activities.*** The ITRMC Project Team coordinated three statewide meetings for local government, school and fire districts, water and irrigation districts in October and November. Under the auspices of Governor Philip Batt's Idaho Y2K Government Summit meetings, more than 75 Idaho cities were represented along with 34 school districts.

Other major Y2K awareness events have involved the participation and support of the Idaho Association of Counties, the Association of Idaho Cities; the Idaho Association of Commerce and Industry, and the Idaho Bankers Association.

The council is also looking at ways it can assist the State of Idaho in its overall responsibility to assure citizens that vital public safety, health, and human services will not be adversely impacted.

V. 1999 and the New Millennium

As a new year and a new millennium approach, Idaho state government must be positioned and in many cases, ready to fully partake in the digital world, where in the next century, citizens will ***expect*** on-line government to be easily accessible and navigable, providing appropriate services electronically.

A skilled, IT workforce utilizing the right tools to make this happen will be a prerequisite, not a luxury for government operations. In the Idaho IT Plan, the ideal government work environment is described as:



“One where office workers find a robust and comprehensive set of information processing tools available to them in virtually every work location in state government. These tools are uniform and consistent across state agency boundaries, and provide access to the information resources employees need to be productive without regard to how it is collected, where it is stored, or filed.”

“The breadth and scope of what information an individual state employee can access is a condition of their specific job responsibilities, not a condition of the employing agency and its specific computer system. In other words, scope of access becomes a matter of policy, not technology.”

The ideal IT work environment for the 21st Century will also require the acquisition, installation, maintenance and technical support of an infrastructure that is centrally coordinated providing a narrower breath of training requirements, standardized end user support and reduced scope of applications to support.

This new infrastructure will support the transmission, processing and storage of data, text, voice, video and images necessary to sustain the creative transformation of government services. It will serve all the state’s internal needs, yet be robust enough to meet public needs for access to government information and services.

Ultimately, a consolidated IT infrastructure budget will be developed and adjusted annually to provide for this environment. This will allow consistency and continuity in IT planning/capability, funding, implementation and utilization.

Electronic Commerce in Idaho

During the next four years, forecasters expect electronic commerce to explode. According to Cyber Dialogue, in 1997, the United States conducted \$7.2 billion in electronic commerce. The United States Department of Commerce recently predicted that this future would exceed \$300 billion by 2002. In 1998, 100 million people around the

world are using the Internet, with 60 percent spending over \$100 a year in Internet shopping.

Initially for Idaho, the majority of electronic commerce will be government to business. Recent estimates outlined at the National Electronic Coordination Council meetings indicated as much as 85 percent will be business to business; or in Idaho state government's case, government to business.

Government and business will find ways to gain access and the means to do so via reduction in the costs of provide and procuring goods and services. However, as the State of Idaho moves into an electronic commerce environment, it must ensure that the private citizen and resident is not left out.

Issues of access and means in rural Idaho are raised routinely, and steps must be taken to assure remote areas of the state benefit from the enabling technologies of electronic commerce as well as the urban localities. Although some communities in Idaho do not have local access to the Internet, every community with telephone services has some means of access. The state must ensure public has access of some manner, i.e., schools, libraries, county buildings (via state telecommunications systems connections) etc.

The pervasiveness of the Internet and web-based transactions in the private sector will continue to raise citizens' expectations of the level of performance, accessibility and openness of government. Electronic Commerce though still in its formative stage, has begun to reshape the way business is conducted across the globe.

Idaho State government is positioned well with passage in 1998 of the *Idaho Electronic Signature and Filing Act*. In addition, the ITRMC Electronic Commerce Subcommittee is in place and will continue its positive business and government partnership in this arena. An *Electronic Commerce Plan for Idaho* is near completion, with the ITRMC reviewing a first draft at its meeting on December 16, 1998.

Year 2000 Preparedness

Though preparing for utilization of electronic commerce in the state is critically important, ensuring Idaho government agencies are ready for the Year 2000 computing crisis is crucially imperative.

The ITRMC will continue its audits of state agencies during the months ahead to assure progress continues and will require all agencies to have contingency plans in place no later than September 30, 1999. In addition, the ITRMC will provide assistance wherever possible to local government, school districts, and when appropriate, assist local community groups/coalitions with Y2K resources, and provide information referrals to the general public.

On January 13, 1998, the ITRMC presented its formal Y2K Progress Report to the Joint Finance and Appropriation Committee of the Idaho Legislature.

ITRMC Subcommittees, Task Forces

Public Safety, Emergency Communications Subcommittee

John Kane, Division of Military, Chairman

Members: **Pam Ahrens**, Department of Administration; **Keith Bumsted**, Department of Transportation; **Robert Sobba**, **Ed Strickfaden**, Department of Law Enforcement; **Bruce Allcott**, Idaho Fire Chiefs Association; **Lynn Harris**, Idaho Chiefs of Police Association; **Vaughn Killeen**, Idaho Sheriff's Association; **Les Shadduck**, Ada County Sheriff's Department; **Al Nicholson**, Idaho Fish and Game Department; **Dia Gainor**, Emergency Medical Services; **John Cline**, Bureau of Disaster Services; **Ray Houston**, Legislative Budget and Policy; **Bill Bishop**, Hazardous Materials Operation Commission; **Stan Hamilton**, Department of Lands; **Steve Jenkins**, National Interagency Fire Center; **Gene Ramsey**, Blaine County Commissioners; **Hal Anderson**, Department of Water Resources; **Rick Just**, Department of Parks and recreation; **Peter Morrill**, Idaho Public Television; **Joe Roche**, **Stan Passey**, **Jim Price**, Division of Information Technology and Communication Services; **Tana Shillingstad**, Office of the Governor; Representative **Hilde Kellogg**; Representative **Ruby Stone**, Senator **Judi Danielson**, and Senator **Jerry Thorne**.

Electronic Commerce Subcommittee

Pam Ahrens, Department of Administration, Chair

Members: Government Representatives -- **Jan Cox**, Division of Purchasing; **Joanna Guilfooy**, Department of Administration; **Joe Roche**, Division of IT and Communication Services; **Miles Browne**, ITRMC Project Team; **DuWayne Hammond**, Steve Miller, Idaho Tax Commission; **Bill Farnsworth**, Secretary of State's Office; **Hal Turner**, Jerry Dill, State Controllers Office; **Gary Stivers**, Industrial Commission; **Jerry Lehan**, Department of Labor; **Karl Tueller**, Department of Commerce; **Jane Wright**, Department of Parks & Recreation; **Robert Royce**, Jerry Mallet, Department of Fish & Game; **Clark Barnett**, Department of Insurance; **Laura Steffler**, Office of the State Treasurer; **John Hammond**, Department of Water Resources; **Keith Hasselquist**, State Board of Education; **Kelly Nielsen**, Department of Agriculture; **Phil Bandy**, Division of Environmental Quality; **Jim Wilson**, Department of Health and Welfare; **Ralph Nelson**, Idaho Public Utilities Commission; **Keith Bumsted**, Department of Transportation; **Mary Hartung**, Department of Insurance

Business Representatives -- **Brent Fery**, First Security Bank of Idaho; **Barbara Strickfaden**, Idaho Bankers Association; **Alex LaBeau**, Idaho Association of Realtors; **Julie Taylor**, Blue Cross of Idaho; **Phil Ruebel**, U S WEST Communications; **Bill Khoury**, US Bank; **Terry Peoples**, Idaho Hospital Association; **Neil Colwell**, Washington Water Power; **Brent Olmstead**, Idaho Association of Commerce and Industry; **Everett Wohlers**, NRI.

Electronic Signature
Draft Legislation Task Force:

Pam Ahrens, Bill Khoury, Hal Turner, J.D. Williams, Steve Miller, Brent Olmstead, Jan Cox, Brent Fery, Neil Colwell, Miles Browne, Bill Farnsworth, Joanna Guilfoxy

Year 2000 (Y2K) Subcommittee

Rob Spofford, Dept. of Water Resources, former ITRMC member, Chairman

Members: **Miles Browne**, ITRMC Project Team; **Craig Potcher**, Department of Corrections, ITRMC member; **Mike Key**, Department of Law Enforcement; **Dave Cooper**, Department of Vocational Education; **John Kletke**, Department of Lands; **Rich Nelson**, Department of Transportation; **Robert Sox**, Office of State Controller

Y2K Project Task Force

Members: **Miles Browne**, acting Y2K Coordinator; **Rob Spofford**, ITRMC Member, Department of Water Resources; **John Tomkinson**, Department of Transportation; **Jason Hancock**, Legislative Services Office

GIS (Geographic Information Systems) Task Force

Hal Anderson, Department of Water Resources, Co-chairman

Miles Browne, ITRMC Project Team, Co-chairman

Members: **Dwight Bower**, ITRMC Member, Idaho Department of Transportation; **Dave Gruenhagen**, Idaho Geographic Information Advisory Council, Idaho Department of Lands; **Tom Zarriola**, Federal, National Biological Service; **Tony Morse**, Idaho Department of Water Resources; **Andy Little**, Private Industry, Power Engineers; **Sheldon Bluestien**, Counties, Ada County; **Jerome Mapp**, Cities, City of Boise.

ITRMC Mission & Goals Work Group

Linda Caballero, ITRMC Member, Department of Health & Welfare, Chairman

Members: **Pam Ahrens**, Department of Administration; **Rayburn Barton**, former Executive Director, State Board of Education; **Keith Bumsted**, Department of Transportation; **Hal Turner**, Office of the State Controller; **Miles Browne**, ITRMC Project Team; **Tony Wiczorek**, Facilitator, Department of Health & Welfare.

IT Recruitment and Retention Task Force

Dr. Gregory Fitch, State Board of Education, Chairman

Members: **Pam Ahrens**, ITRMC; **Richard Hutchison**, Idaho Personnel Commission; **Rebecca Fry**, Human Resources, Department of Administration; **Maggie Blackstead**, Human Resources, Department of Vocational Rehabilitation; **Craig Potcher**, Department of Corrections; **Jerry Bassett**, Department of Health and Welfare; **Miles Browne**, ITRMC Project Team; and **Darrell Manning**, Division of Financial Management.

Vendor Advisory Subcommittee

Miles Browne, ITRMC Project Team, Chairman

Members: **Steve Zani**, Novell, Kirkland, Washington; **Rick Sullivan**, Arthur Anderson LLP, Boise, Idaho; **Rob Elwood**, U S WEST Communications, Salt Lake City, Utah; **J. Lionel Seim**, Cabletron, Salt Lake City, Utah; **Grant Kapp**, AT&T, Boise, Idaho; **Tom Kimball**, GTE Northwest, Kennewick, Washington; **Rick Newman**, IBM, Boise, Idaho; **Jim Long**, GST Telecom Idaho, Boise, Idaho; **Tammy Roark**, Microsoft Boise, Idaho; **Alistair MacMillan**, ComputerLand, Boise, Idaho; **John Carpenter**, Silver Creek Computers, Boise, Idaho; **Mark Little**, Division of Purchasing, Department of Administration; **Miles Browne**, ITRMC Project Team.

ITRMC Internet, Information Resources

Internet Addresses:

State of Idaho: www.state.id.us

ITRMC: www.state.id.us/itrmc

Year 2000: www.state.id.us/y2k

Electronic Commerce: www.state.id.us/ec

Information Technology Training Program (ITTP): www.state.id.us/ittp

Department of Administration: www.state.id.us/adm

ITRMC Support Materials Available on the Internet (*see addresses above*):

- Year 2000 Assessment, Testing, Remediation Guidelines, Contingency Planning Outline
- Year 2000 Awareness Presentation (PowerPoint)
- Agency IT Planning Templates, Project Sketch, Long and Short Forms, (see www.state.id.us/itrmc look under *Resources*)
- ITTP Class Schedules, On-line Registration
- Statewide IT Resource Asset Summary
- 1998 ITRMC Annual Report
- IT Plan

ITRMC Support Materials Available from Project Team Office:

- InfoTech News newsletters (*posted to ITRMC Website-Resources*)
- InfoTech '96 Task Force Report
- ITRMC Annual Reports, 1996-1997, 1998 (*Limited Hard Copies*)
- Idaho IT Plan (*Limited Hard Copies*)
- Y2K Update Bulletins
- Copies of Official Minutes (*posted to ITRMC Website*)

ITRMC Project Team:

Miles Browne, Manager, 334-2771 mbrowne@adm.state.id.us

Phil Crook, 334-4784 pcrook@adm.state.id.us

Pat Wynn, 334-3530 pwynn@adm.state.id.us

Year 2000 E-Mail: Y2kteam@adm.state.id.us

FAX: 208 334-2307

Mail: Department of Administration, 650 West State St., Room 100, Boise, ID 83702

Appendices

- **Appendix A: ITRMC Identified IT Issues** (*By Priority, May 1996*)
- **Appendix B: IT Asset Resource Summary Report Sample**
- **Appendix C: Agency IT Risk Assessment Criteria Development**
(*Amendment Section 67-5745C, Idaho Code*)
- **Appendix D: Idaho Electronic Signature and Filing Act**

Appendix B:

Information Technology Asset Summary Sample

Information Technology Asset Summary Overview

In the spring of 1996, newly passed legislation establishing the ITRMC specified one of the duties of the Council was to: ***“Maintain a continuous and comprehensive inventory of information technology and telecommunications systems within state agencies.”***

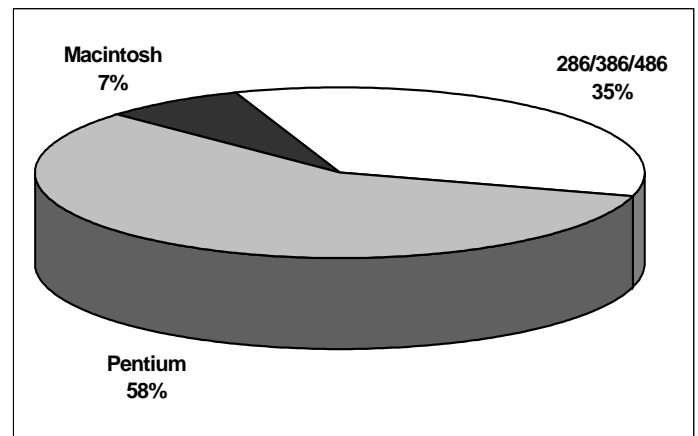
That fall, detailed requests were sent to all state agencies. Currently, the project team has received data from 59 of the 68 agencies requested for information. In July of 1998, a web site was implemented giving agencies the ability to update their IT inventory utilizing the Internet. Since the IT Asset Summary changes constantly, the project team developed a web site that gives dynamic access to the database. You can review the dynamic pages at URL www2.state.id.us/itrmc/it_asset/reports.htm

It is essential for agencies to match their computing devices to their IT strategic plan. The following is a sample from the IT Asset Summary data.

General Purpose Computers:

286/386/486	Pentium	Macintosh
8,550	14,012	1,807

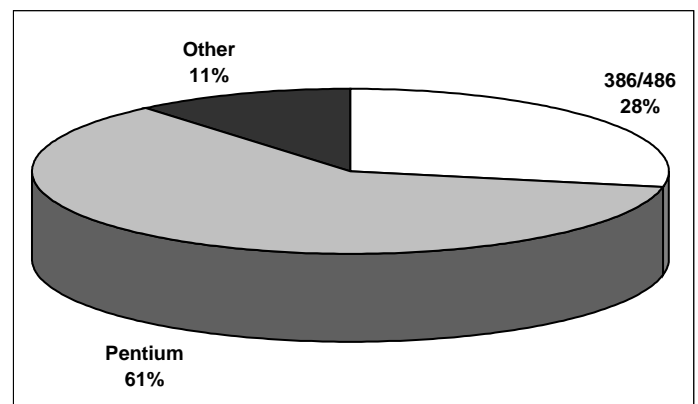
Total PC's State of Idaho: 24,369



General Servers:

386/486	Pentium	Other
226	490	89

***Total General Servers
State of Idaho: 805***



INDEX

agency IT planning, 9
agency Y2K mission critical reporting, 17
aggressive purchasing strategies, 12
collaboration/cooperation, 7, 9
data center consolidation, 14
electronic commerce, 13-14, 15, 20-21
electronic document management policy, 9
electronic mail, 11
electronic mall pilot project, 12
electronic signature and filing act, 7, 14, 21
geographic information system (GIS), 14
Idaho IT plan, 7, 8, 20
internet security/access, 11
information technology training program (ITTP), 7, 15
IT asset summary, 7, 8
IT asset summary report, 26
IT expenditures (FY98), 5
ITRMC goals, (inside front cover)
ITRMC identified IT issues, 6, 26
ITRMC internet, information resources, 25
ITRMC members, designates, project team, 2-3
ITRMC mission, 2
ITRMC subcommittees and task forces, 22-24
ITRMC vision, 2
Metamor ITS (formerly COMSYS) assessment, testing, remediation, 17-18
network consolidation, 11
public safety communication dispatch center, 11
public safety Y2K preparedness, 18
recruitment and retention, 15
risk assessment methodologies, 7, 9
shared IT infrastructure, 5, 10, 20
standardization policy, 11
state of Idaho home page, 6, 25
virtual database, 14
Y2K awareness activities, 19
Y2K contingency planning, 18-19
Y2K information and readiness disclosure act, 18
Y2K public safety preparedness, 18
Y2K preparedness, 16-17, 21